TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager – Portal Web Help & Application Management

Job Summary: Reports to the Director for Enterprise Development Solutions (Portal) within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing support for the State's Portal Applications.

Responsibilities:

- Provide direction and assign priorities to the Portal Application Support Center team.
- Maintain and promote effective customer service relationships with users, business owners, and agency staff to inform them of services offered or issues with Portal applications.
- Provide recommendations to users by identifying their technology challenges and offering solutions to meet their business needs.
- Oversee and make recommendations based on trends with issues from customers on functionality for Portal applications across the enterprise and statewide.
- Develop and align strategies based on performance metrics and business requirements for the Portal Applications Support Center.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors as it relates to the Portal Application Support Center.
- Develop objectives for assigned team to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within functional area to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Develop and maintain service level agreements (SLAs) for the Portal Application Support Center.
- Evaluate existing workforce against current and future service offerings.
- Oversee the Portal Application Support Center through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Oversee the design of process workflows, troubleshooting and modifications to existing processes to meet support needs of the organization.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the state's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Experience managing a Help Desk or Call Center environment.
- Two years of managerial experience.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior experience overseeing an IT Call Center is a plus.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams

- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.